

EXPRESS MAIL LABEL NO. FX 170371049US

05-24-00

A

DOCKET NO. BOC9-1999-0054-US1

Assistant Commissioner for Patents  
Washington, D. C. 20231

Permitted herewith for filing is the patent application of:

INVENTORS: Paul G. RINGHOF, Edward J. DAHMUS, Ran R. COHEN, Roni KLIMER, Uzi U. SHVADRON,  
Julio WONG and Danny J. HOOD

TITLE: PROGRAMMABLE AGENT WORKSTATION SYSTEM AND METHOD

In connection with this application, the following are enclosed:

- 97 Pages of Specification, Claims and Abstract
- 38 Claims
- 20 Sheets of Drawings (FIGS. 1-20)
- XX Declaration, Power of Attorney
- XX Information Disclosure Statement; Form PTO-1449 w/ 1 reference
- XX Assignment to: International Business Machines Corporation

The fee has been calculated as shown below. (Small entity fees indicated in parentheses.)

For	Number Filed		Number Extra	Rate Large (Small)	Basic Fee \$690 (\$345)
Total Claims	38	20	18	\$18 (\$9)	324
Independent Claims	3	3	0	\$78 (\$39)	0
Multiple Dependent Claims				\$270 (\$135)	0
Assignment Recording Fee				\$40	40
				TOTAL FEE:	\$ 1054

XX The Commissioner is hereby authorized to charge Deposit Account No. 09-0452 in the amount of \$1054. A duplicate copy of this sheet is enclosed.


XX The Commissioner is hereby authorized to charge payments of (1) any additional filing fees required under 37 CFR 1.16, and/or (2) any patent application processing fees under 37 CFR 1.17 associated with this application or credit any overpayment to Deposit Account No. 09-0452.

SEND CORRESPONDENCE TO:

FLEIT, KAIN, GIBBONS, GUTMAN  
& BONGINI, P.L.  
4400 N. Federal Highway, Suite 32  
Boca Raton, FL 33431  
(561)417-9477  
(561)417-3844 Fax

Respectfully submitted,

BY:

  
Jon A. Gibbons  
Reg. No. 37,333

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: : Atty Docket: BOC9-1999-0054-US1  
Paul G. RINGHOF *et al.* : APPLICATIONS BRANCH  
Serial No. (not yet assigned) :  
Filed: HEREWITH :  
FOR: PROGRAMMABLE AGENT WORKSTATION SYSTEM AND METHOD

CERTIFICATE OF EXPRESS MAIL MAILING

"Express Mail" Mailing Label No. **EL470371049US**  
Date of Deposit: **May 22, 2000**

Box Patent Application  
Assistant Commissioner for Patents  
Washington, D.C. 20231

SIR:

I hereby certify that

<u>X</u>	Application Transmittal
<u>X</u>	Specification, Claims, Abstract
<u>X</u>	1 set of 20 sheets of drawings
<u>X</u>	Declaration and Power of Attorney
<u>X</u>	Information Disclosure Statement; Form PTO-1449 w/ 1 ref.
<u>X</u>	Assignment
<u>X</u>	Return postcard

are being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 CFR 1.10 on the date indicated above and are addressed to:

Box Patent Application  
Assistant Commissioner for Patents  
Washington, D.C. 20231

5/22/00  
Date of Deposit

Kathleen Smith  
Name of person mailing papers  
Kathleen Smith  
Signature

## TABLE OF CONTENTS

### (PROVIDED FOR EXAMINATION REFERENCE PURPOSES)

	SPECIFICATION .....	4
	TITLE OF INVENTION .....	4
5	PARTIAL WAIVER OF COPYRIGHT .....	4
	CROSS REFERENCE TO RELATED APPLICATIONS .....	4
	STATEMENT REGARDING FEDERALLY SPONSORED RESEARCH OR DEVELOPMENT .....	5
	REFERENCE TO A MICROFICHE APPENDIX .....	5
	FIELD OF THE INVENTION .....	5
10	BACKGROUND OF THE INVENTION .....	5
	Overview .....	5
	General System Architecture .....	6
	DESCRIPTION OF THE PRIOR ART .....	6
	OBJECTS OF THE INVENTION .....	6
15	BRIEF SUMMARY OF THE INVENTION .....	8
	Overview .....	8
	Generalized System Architecture .....	9
	BRIEF DESCRIPTION OF THE DRAWINGS .....	9
	DESCRIPTION OF THE PRESENTLY PREFERRED EXEMPLARY EMBODIMENTS .....	12
20	Embodiments are Exemplary .....	12
	Definitions .....	12
	System Blocks / Procedural Steps Not Limitive .....	13
	Personal Computer Not Limitive .....	13
	Operating System Not Limitive .....	13
25	System .....	14
	Overview .....	14
	Assumptions .....	15
	EXEMPLARY WORKSTATION DESIGN .....	16
	JavaPhone Application (FIG. 4) (105, 4400) .....	17
30	JavaPhone Audio Controls (4401) .....	17
	JavaPhone Call Controls (4412) .....	18
	PlusTcp DLL (FIG. 5) (109, 5500) .....	18
	PlusTcp Enumerated Commands (5502) .....	19
	TcpOpen Command (5521) .....	21
35	TcpClose Command (5522) .....	22
	TcpSend Command (5523) .....	23
	TcpRecv Command (5524) .....	24
	TcpGetLastError Command (5525) .....	25
	TcpGetErrorString (5526) .....	25
40	Error Handling .....	26
	PlusTapi DLL (FIG. 6) (110, 6600) .....	27
	PlusTapi Startup .....	31
	Operator Sign On (FIG. 7) .....	33
	Operator Sign Off (FIG. 8) .....	36
45	Operator Headset (FIG. 9) .....	37
	Inbound Call Processing (FIG. 10) .....	37

	Outbound Call Processing (FIG. 12).....	39
	Call Hold Processing (FIG. 13).....	40
	Call Transfers (FIG. 14).....	42
	Call Conferencing (FIG. 15).....	42
5	Call Disconnect (FIG. 16).....	43
	Ready/Not Ready Controls.....	43
	Volume Control.....	45
	Microphone Gain Control.....	46
	Property Settings.....	47
10	Shutdown.....	49
	PlusTapi Enumerated Commands (6602).....	49
	TapiMakeCall (6621).....	49
	TapiHoldCall (6622).....	50
	TapiUnholdCall (6623).....	51
15	TapiHoldToggle (6620).....	52
	TapiBlindXferCall (6624).....	53
	TapiDisconnect (6625).....	54
	TapiBlindConfCall (6626).....	55
	TapiDTMF (6640).....	56
20	TapiLogon (6628).....	57
	TapiLogoff (6629).....	58
	TapiReadyToggle (6641).....	58
	TapiNotReady (6631).....	59
	TapiReady (6632).....	60
25	TapiVolumeUp (6643).....	61
	TapiVolumeDown (6644).....	62
	TapiVolumeSet (6633).....	63
	TapiMicGainUp (6645).....	64
	TapiMicGainDown (6646).....	65
30	TapiMicGainSet (6647).....	66
	TapiMuteToggle (6642).....	67
	TapiSetProperty (6635).....	68
	TapiGetProperty (6636).....	69
	TapiShutDown (6637).....	69
35	TapiPing (6638).....	70
	TapiDisplayErrs (6648).....	70
	PlusTapi Enumerated Data Variables.....	71
	TapiPositionStatus.....	72
	TapiLogonStatus.....	73
40	TapiAgentID.....	73
	TapiCallID.....	73
	TapiCallStatus.....	73
	TapiPartyStatus.....	74
	TapiVolumeLevel.....	74
45	TapiMicGainLevel.....	74
	TapiHeadSetStatus.....	75
	TapiConnectionStatus.....	75
	TapiLastErrCode.....	75
	TapiLastCmdErr.....	76
50	PlusTapi Error Handling.....	76

	PlusTapi Macro Advisement Events .....	78
	PlusTapi Utility Mode (FIG. 13).....	80
	PlusTapi Diagnostic Support .....	82
5	Call Status Window (CSW) .....	83
	Method .....	84
	Computer Software .....	84
	CONCLUSION .....	85
	CLAIMS .....	86
10	ABSTRACT OF THE DISCLOSURE.....	97

09576466 057260